Installer Expectations

1. Company Values and Philosophy
2. Adhere to and exemplify the Company’s stated core values and beliefs and code of conduct.
3. Promote the company and the brand wherever possible.
4. Conduct operations of installation within the framework of the law and the ethics of good business practices.
5. Exercise good judgment in all areas where the company’s interests are represented.
6. Work with a team first, individual second philosophy.
7. Come to work each and every day dressed with a positive mental approach.
8. Leadership Expectations
9. Set the tone for the installation department by living the company core values.
10. Keep the installation vehicles neat, clean and organized.
11. Complete your training and skill development programs as directed by the GM.
12. Customer Service Expectations
13. Assure 100% customer satisfaction.
14. Exceed customer’s expectations for quality and value.
15. Maintain ABC Installation Standards as stated for quality & Workmanship.
16. Communicate with GM on a regular and routine basis to resolve questions, concerns, or issues.
17. Administration Department Performance
18. Meet or exceed all assigned reporting, and information goals.
19. Implement all company better practices that apply within the department in a timely manner.
20. Participate in regular company meetings and functions to develop a team.
21. Gain thorough and complete understanding of how installation department’s performance impacts the center’s financial results of ABC.
22. Communications, Reporting and Compliance
23. Report all relevant information, reports and data to the GM as required.
24. Insure installations are in 100% compliance with all company, local, state, and federal codes.
25. Immediately report any relevant issue regarding safety, compliance, or legal directly to the GM.
26. Participate in Company meetings, safety and training meetings and participate in company planning as requested.
27. Reviews, Feedback and Personnel
28. Participate in 3 reviews each year – provide feedback to General Manager on role, improving company operations, and work environment.
29. Communicate during feedback all issues or concerns so they may be properly addressed.
30. Skill Development
31. Identify areas needing and provide resources to insure proper skill development.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Role Description

**Title: Installation**

**Reports To: General Manager-Operations**

**Location: Field Operations**

**FSLA Status: Non-Exempt**

Scope of Role:

The position of installer reports to the General Manager.

The role is to properly install home comfort systems into homes and buildings within the guidelines of the company, and core values of ABC.

**Functional Areas of Accountability:**

1. Customer satisfaction and service.
2. Installation quality and workmanship.
3. Teamwork, communication, and company member.
4. Achieving performance results within company guidelines.
5. Personal skill development and training to upgrade skills.

**General Responsibilities:**

1. Customer Satisfaction
2. Exceeding all customer expectations for services provided.
3. Satisfactory solutions to customer needs, concerns, and issues within the guidelines from the GM.
4. Being 100% certain all customers’ expectations for quality and workmanship are 100% satisfied at completion of the job install.
5. Installation Quality and Workmanship.
6. Understand the quality guidelines and standards of ABC.
7. Be certain each installation meets or exceeds those ABC Standards.
8. Work diligently to satisfy the customer’s needs and desires for the installation process.
9. Communication, leadership & teamwork.
10. Communicate with the General Manager at all times any issues, customer concerns, or any obstacle that hinders meeting the ABC customer guidelines for satisfaction.
11. Be prepared to offer constructive solutions to problems.
12. Support your fellow team member of ABC – solving issues or problems through constructive communication.
13. Complete all paperwork and necessary administrative tasks on time, and in an accurate manner to support company operations.
14. Be a leader and a model example for the installers in all that is expected from them. This shall include personal appearance and grooming, truck care and cleanliness, workmanship, customer satisfaction, productivity, attitude, etc.
15. Achieve performance targets.
16. Meet installation quality and time guidelines & goals.
17. All jobs completed same day unless priced otherwise.
18. Labor to sales 9% or less as a KI.
19. Support the 24 Hour emergency on-call installation schedule.
20. Meet or exceed customer satisfaction goals. 9.0 or higher.
21. Meet time requirements for being at job site – on time.
22. Meet code of conduct and company appearance codes and all other codes set forth in the company employee handbook, including substance abuse policy, and ethics policy.
23. Meet training and skill development plan set forth by GM.
24. Remain up-to-date and current on all installation procedures.
25. Meet Vehicle neatness, and safety guidelines.
26. Keep a neat, clean, organized vehicle.
27. Zero inventory or material shrinkage.
28. Minimize all callbacks – Target is 0 - and communicate and train on any issues regarding productivity for installation crew.
29. Personal skill development and training to upgrade skills.
30. With GM, develop a skill development plan.
31. Complete the skill development plan as noted.
32. Work with other members of the company to train them in areas you see potential improvements.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_